Receptionist

30 Hours a week Tuesday to Friday 8.00 to 4.00pm Term time plus 5 days

PURPOSE OF THE POST

- Provide courteous and efficient reception support
- Manage calls effectively to ensure a professional service
- Provide an efficient, responsive and high-quality administrative service to the school
- Ensure that all visitors are dealt with in a courteous and professional

DUTIES AND RESPONSBILITIES

- Act as the public face of the school, providing excellent customer service through reception and hospitality duties and recognising the additional needs of visitors to ensure a welcoming, inclusive and professional environment.
- Take responsibility for front-line safeguarding at reception, ensuring access to the school is appropriately controlled in accordance with the school's safeguarding and visitor procedures.
- Welcome visitors to the school, verify their identity where required and ensure they are signed in using the school's visitor management system.
- Allocate the appropriate visitor identification and clearance in accordance with the school's safeguarding and visitor procedures.
- Verify the identification of visitors, contractors and supply staff before permitting access to the school, in accordance with agreed procedures.
- Liaise with the HR Adviser to confirm that contractors and supply staff have the appropriate safeguarding and pre-employment checks recorded on the Single Central Record (SCR), in accordance with school procedures, before access is permitted.
- Follow school procedures when dealing with unexpected visitors, contractors, supply staff or individuals who do not have the appropriate identification or clearance.
- Ensure visitors sign out when leaving the premises and that visitor records are accurate and up to date.
- Maintain and regularly check reception fire evacuation bags, ensuring that the information and documentation held within them is accurate, current and ready for use in an emergency.
- Ensure all visitors are appropriately accounted for in the event of a fire evacuation or other emergency.
- Ensure safeguarding or welfare concerns raised at reception are passed immediately to the appropriate member of staff in accordance with school procedures.
- Provide reasonable assistance to visitors who may have additional communication, accessibility or mobility needs.
- Maintain the professional appearance of the main reception area and ensure relevant and up-to-date school information and marketing materials, including newsletters, are available.
- Accept deliveries and arrange for their safe and timely distribution to the appropriate department, working with the Site Team as required.

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- Support the appropriate use of the school car park, including protecting designated disabled parking bays and encouraging considerate parking in relation to neighbouring properties.
- Respond to telephone, email and face-to-face enquiries from parents/carers, staff, pupils, professionals and members of the public in a courteous, helpful and professional manner.
- Take accurate messages and ensure they are passed promptly to the appropriate member of staff.
- Manage the school's general email account in a timely manner, responding to enquiries where appropriate or forwarding correspondence to the relevant member of staff.
- Receive and distribute incoming post and correspondence appropriately.
- Arrange the ordering and distribution of staff ID badges.
- Produce and distribute emails, text messages and letters to parents/carers as required.
- Maintain an accurate and up-to-date internal telephone directory.
- Collate and distribute the daily all-staff communication containing relevant notices, messages and information.
- Maintain confidentiality at all times, particularly when handling information relating to pupils, families, staff and visitors.
- Carry out other reasonable administrative duties commensurate with the grade and responsibilities of the post, as directed by the Business Operations Manager.

CORE RESPONSBILITIES AND DUTIES

- Ensure that you understand and comply with the trust Health and Safety policy by following the relevant procedures that are in place.
- Read, uphold, and promote the safety and wellbeing of students as set out in the trust safeguarding procedures.
- Promote high standards of personal professional conduct in accordance with the trust Employee Code of Conduct.
- Please note that the job description provided is not an exhaustive list of all responsibilities and duties associated with this position.

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Person Specification

CRITERIA	**Experience, Qualifications and Training:** On their application form, candidates will demonstrate that they have the following training, qualifications and school experience:

ESSENTIAL	DESIRABLE
• GCSE Maths and English at Grade C or above or equivalent • Experience of working on a busy reception • Knowledge and experience of a various software packages i.e. Microsoft Word and Excel • Experience of working within a team	• Experience of using MIS systems • Experience of working in a school environment

CRITERIA	**Ability, Skills and Knowledge:** In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:

ESSENTIAL	DESIRABLE
• Ability to communicate verbally and in writing effectively and confidentially with persons at all levels • Ability to work pro-actively to achieve efficiency and effectiveness • Ability to organise own tasks and time with conflicting priorities and with minimum supervision	

CRITERIA	**Personal style and behaviour:** In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:

ESSENTIAL	
• Commitment to continuing professional development • Ability to work with tact, sensitivity and confidence • Ability to work on own initiative	